



HOSPITALITY INDUSTRY

REAL-TIME INDUSTRY SUMMARY

SEPTEMBER 2024

2023 STATEWIDE LABOR ANALYSIS

There were over 54,500 online job postings for the Hospitality industry from January 2023 to December 2023. The top occupation was *Fast Food and Counter Workers*, which made up 7.7 percent of total industry job postings for the time period.

The employers with the most job postings were Marriott International, Sonic, Domino's, Pizza Hut, and Taco Bell.

TOP ONLINE JOB POSTINGS

SOC Code	Description	Percent of total industry postings	Average Annual Wage
Now- requires short-term on-the-job training, little to no experience, and/or a high school diploma			
35-3023	Fast Food and Counter Workers	7.7%	\$29,690 ★
35-3031	Waiters and Waitresses	5.9%	\$36,810 ★
37-2012	Maids and Housekeeping Cleaners	3.8%	\$30,880
43-4081	Hotel, Motel, and Resort Desk Clerks	3.4%	\$29,990
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	3.1%	\$33,070
Next- requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate-to long-term training			
11-9051	Food Service Managers	5.3%	\$64,420
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	3.2%	\$39,460 ★
35-2014	Cooks, Restaurant	1.2%	\$34,000 ★
49-9071	Maintenance and Repair Workers, General	1.0%	\$48,080 ★
35-1011	Chefs and Head Cooks	1.0%	\$56,430
Later- requires a bachelor's degree or higher			
11-1021	General and Operations Managers	2.3%	\$98,520 ★
11-2022	Sales Managers	1.0%	\$130,680
15-1299	Computer Occupations, All Other	0.4%	\$97,140
11-9072	Entertainment and Recreation Managers, Except Gambling	0.4%	\$77,000
13-1121	Meeting, Convention, and Event Planners	0.4%	\$53,540

★ Denotes the top 10 occupations by total number of projected openings from 2022-2032 in Now, Next, and Later categories

EDUCATION AND TRAINING OPPORTUNITIES

Across the state, there are numerous programs in many locations that train for occupations in the Hospitality industry. To find degree and certificate programs at an educational institution near you, visit [MoSCORES](#), a tool designed to assist job seekers, students, career counselors, educators, and planners with a better understanding of training options and typical work outcomes of graduates, for traditional degree programs as well as noncredit credentials. In addition, there are U.S. Department of Labor Registered Apprenticeship programs for Hospitality occupations in Missouri. Visit [Apprenticeship Missouri](#) for more information.

TOP ONLINE JOB POSTINGS

TOP 10 COMMON SKILLS

Customer Service
Communication
Management
Cleanliness
Operations
Leadership
Sales
Sanitation
Lifting Ability
Multitasking

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Several soft skills, such as customer service, communication, and leadership ranked in the top 10 common skills. Customer Service skills were requested in over one-third (36%) of job postings for this industry.

TOP 10 SPECIALIZED SKILLS

Restaurant Operation
Food Safety and Sanitation
Food Preparation
Food Services
General Mathematics
Housekeeping
Marketing
Cash Handling
Restaurant Management
Cooking

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Top requested specialized skills included restaurant operation, food safety and sanitation, and food preparation. Restaurant operation was requested in nearly one-third (31%) of total job postings for this industry.

TOP 10 SOFTWARE SKILLS

Spreadsheets
Property Management Systems
Operating Systems
Salesforce
Web Browsers
Python (Programming Language)
Amazon Web Services
SQL (Programming Language)
Application Programming Interface (API)
Microsoft Azure

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Microsoft Office and its products, such as Word, Excel, PowerPoint, and Access, are the most requested software skills across all industries. Other skills requested in the Hospitality and Food Service industry include spreadsheets and property management systems.

TOP 10 QUALIFICATIONS

Valid Driver's License
ServSafe Certification
Food Handler's Card
Cardiopulmonary Resuscitation (CPR) Certification
First Aid Certification
Security Clearance
Food Safety Certification
Automated External Defibrillator (AED) Certification
Commercial Driver's License (CDL)
Registered Dietitian (RD/RDN)

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The top requested qualification was Driver's License, followed by ServSafe, and Food Handler Certification.

Sources:

- LightCast™
- U.S. Bureau of Labor Statistics, Division of Occupational Employment and Wage Statistics, 2023
- 2022-2032 Employment Projections published by Missouri Economic Research and Workforce Information Center (MERIC), 2024

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